



Teleperformance

Transforming Passion into Excellence

INVESTOR PRESENTATION

***TELEPERFORMANCE ENTERS
INTO A DEFINITIVE
AGREEMENT TO ACQUIRE
AEGIS USA Inc.***

July, 9th 2014



- *All forward-looking statements are Teleperformance management's present expectations of future events and are subject to a number of factors and uncertainties that could cause actual results to differ materially from those described in the forward-looking statements. For a detailed description of these factors and uncertainties, please refer to the section "Risk Factors" in our Registration Document (which is available on the website: www.teleperformance.com). Teleperformance Group undertakes no obligation to publicly update or revise any of these forward-looking statements.*

- 1** *A perfect fit with Teleperformance strategy*
- 2** *Boosting Teleperformance US market share*
- 3** *Strengthening Teleperformance presence in key verticals*
- 4** *Conclusion: creative value for Teleperformance*

Appendices



1

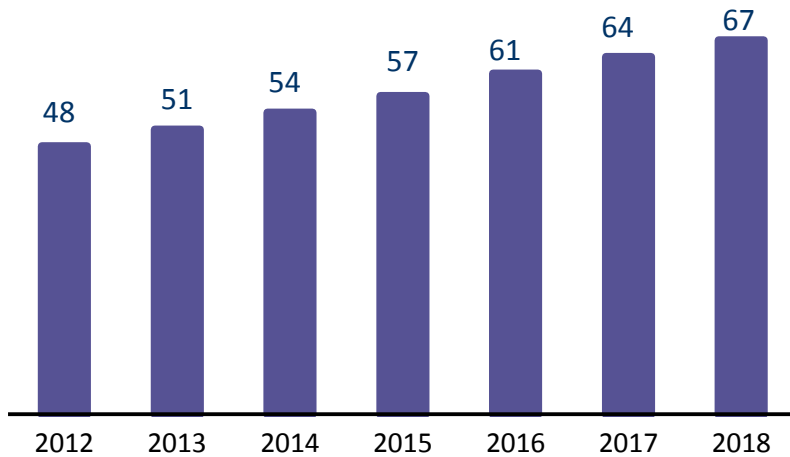
***A PERFECT FIT WITH
TELEPERFORMANCE
STRATEGY***

A PERFECT FIT WITH TELEPERFORMANCE STRATEGY (1)

TELEPERFORMANCE STRATEGY = THE POWER TO DIFFERENTIATE

- A growing worldwide outsourced market
- Teleperformance strategy to benefit from this growth
- ...Through organic growth and targeted acquisitions

Worldwide Customer Interaction Market (2012-2018)
US\$ B



Source: IDC May 2014. Worldwide outsourced interaction customer market

Teleperformance Strategic Objectives

Developing activities first in North America and BRICS

Diversifying and developing activities through new verticals

Developing “multi-channel” customer experience management

THE POWER TO DIFFERENTIATE

A PERFECT FIT WITH TELEPERFORMANCE STRATEGY (2)

A WELL-TARGETED ACQUISITION



- Strengthening Teleperformance **presence in the growing US market**
- Boosting **Teleperformance US market share**
- Acceleration of Teleperformance **client diversification**
- Funded from **cash resources and medium term financing**
- Enhanced **value creation for Teleperformance**

A PERFECT FIT WITH TELEPERFORMANCE STRATEGY (3)

ACQUISITION "PREMIUM" PROFILE

- **Acquisition of Aegis USA Inc.**, a major outsourcing and technology company in the United States, the Philippines and Costa Rica.

- # employees: more than 19,000
- # workstations: c.18,000
- # sites: 16 sites
- Vertical expertise (% of revenue):
 - Healthcare (31%)
 - Travel (23%)
 - BFSI (21%)

- Annual revenue: US\$ 400M
- Sound financial ratios:
 - Growing revenue
 - High profitability
- Awards and recognition:
 - Gartner
 - IDC
 - Frost and Sullivan



THE USA

THE PHILIPPINES

COSTA RICA



- **9 sites**
- **c.5,300 total seats**



- **6 sites**
- **c.11,500 total seats**

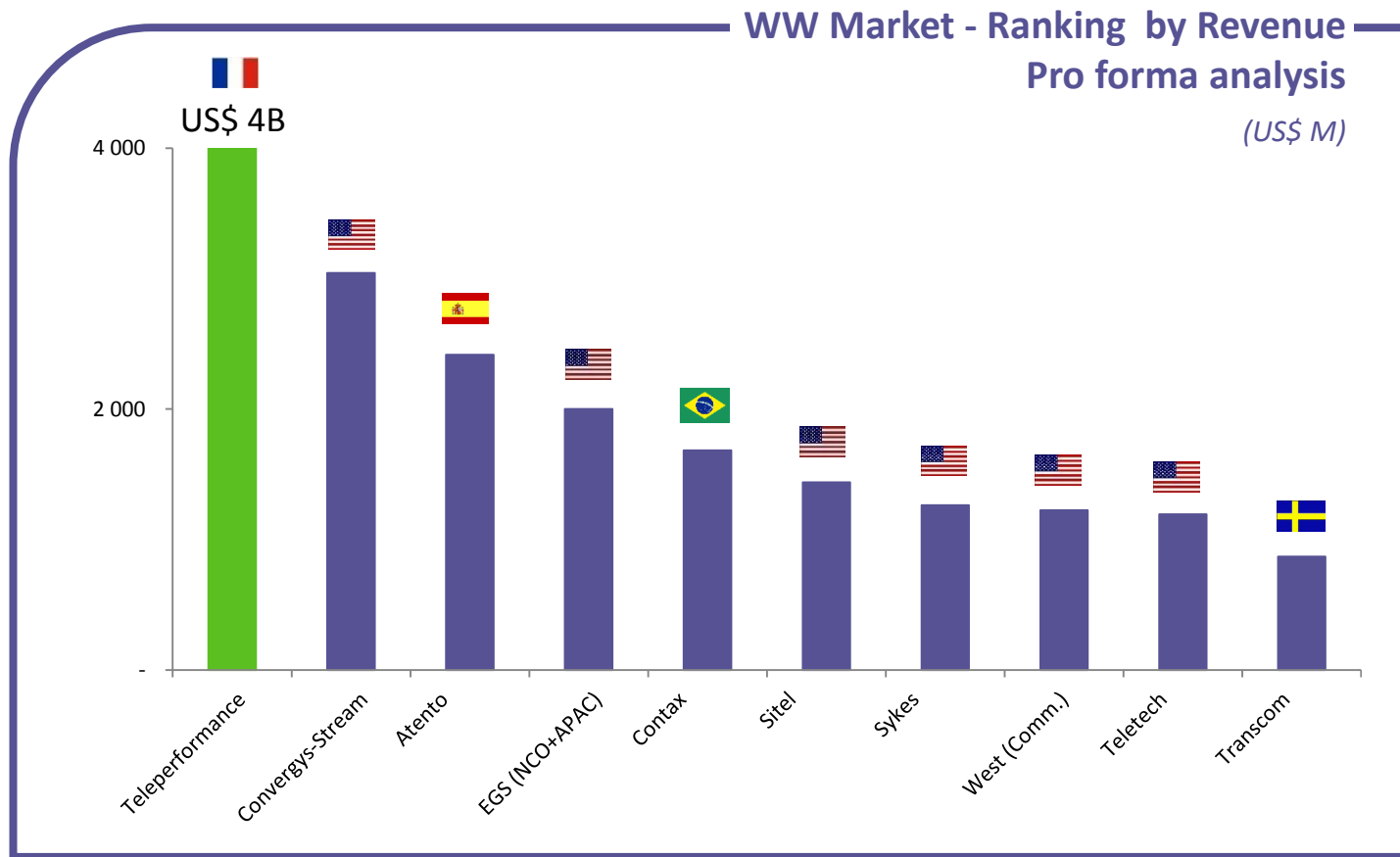


- **1 site**
- **c.800 total seats**

A PERFECT FIT WITH TELEPERFORMANCE STRATEGY (4)

COMFORTING WW TELEPERFORMANCE LEADERSHIP POSITION

- Teleperformance, No. 1 worldwide in the customer experience management market
- Among the TOP 3 in the US market
- Still fragmented markets



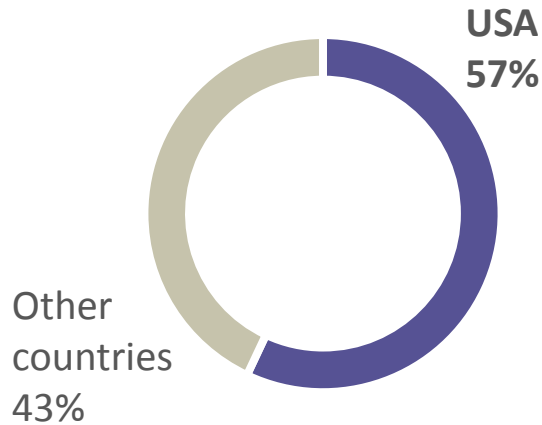


2

***BOOSTING
TELEPERFORMANCE US
MARKET SHARE***

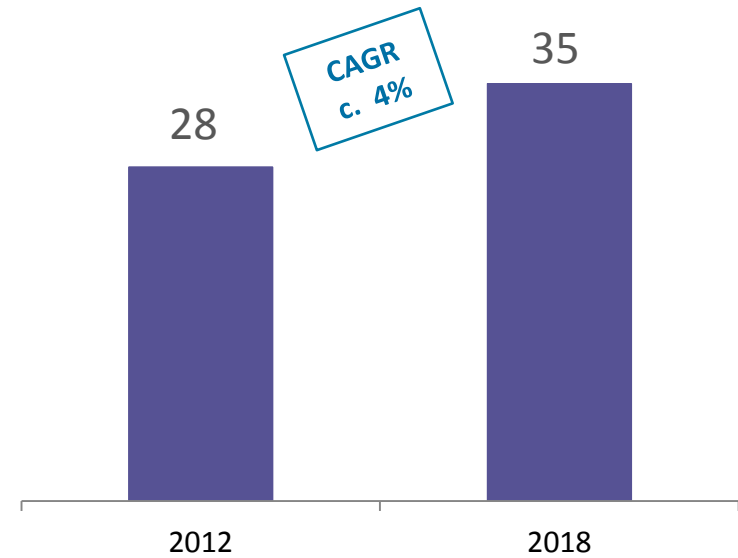
- A huge US market: US\$ 29B in 2013, representing 57% of the worldwide market
- A growing US market

US Customer Interaction Share vs Total Worldwide Market in 2013
(% of revenue)



Source: IDC May 2014

US Customer Interaction Market Evolution 2012-2018
(US\$ B)

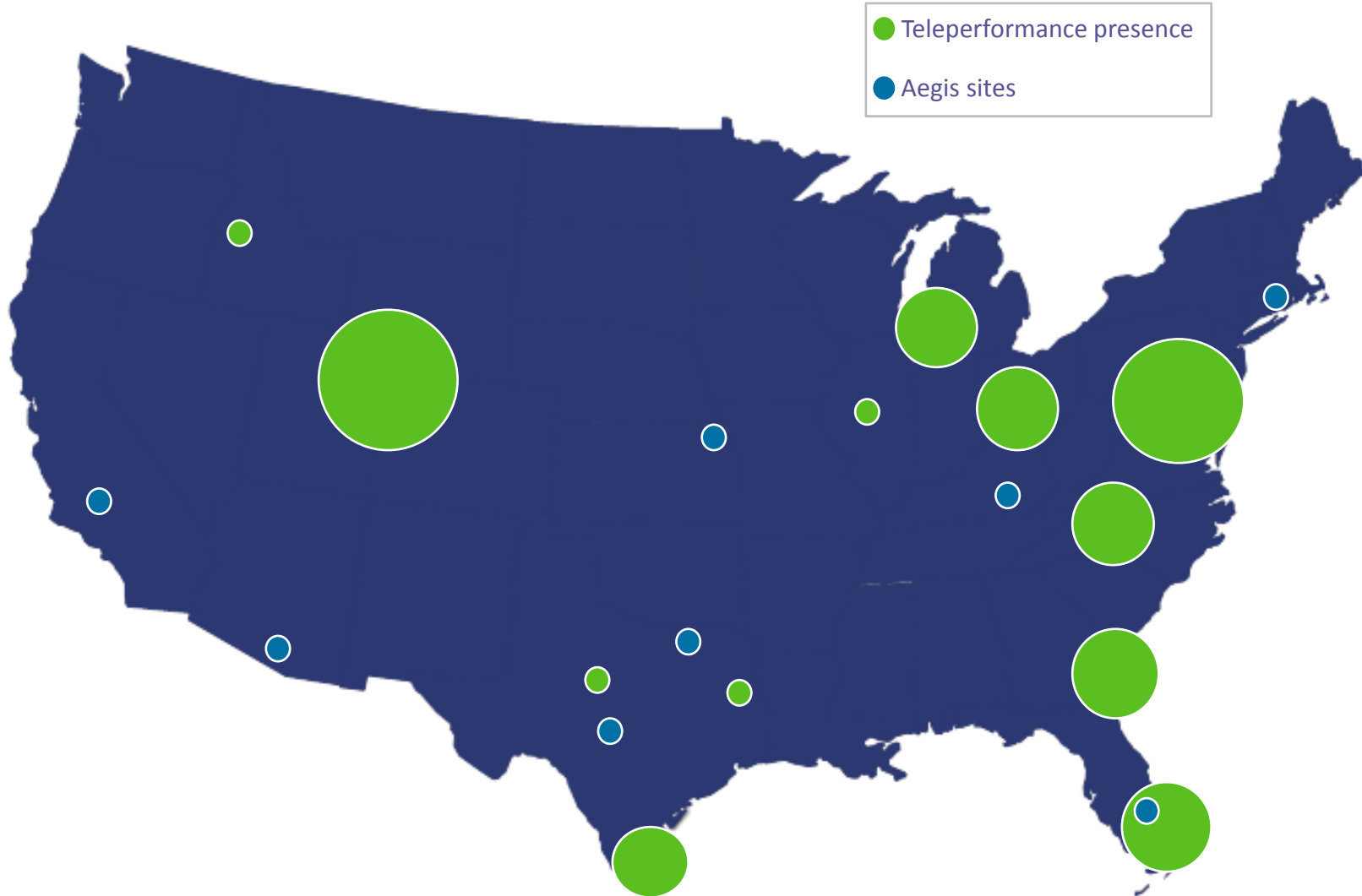


Source: IDC May 2014

STRENGTHENING TELEPERFORMANCE FOOTPRINT TO SERVE THE US MARKET (1)

IN THE USA

- Complementary footprint increasing coverage of the US territory



STRENGTHENING TELEPERFORMANCE FOOTPRINT TO SERVE THE US MARKET (2)

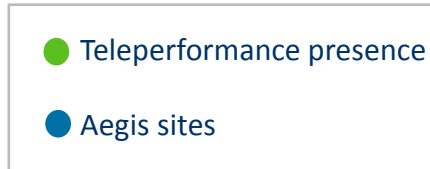
IN OFFSHORE LOCATIONS

Philippines:

The 1st Teleperformance offshore location with close to c.34,000 employees*

Costa Rica:

Strengthening Teleperformance Latin and Central American offshore footprint



Philippines environment strength:

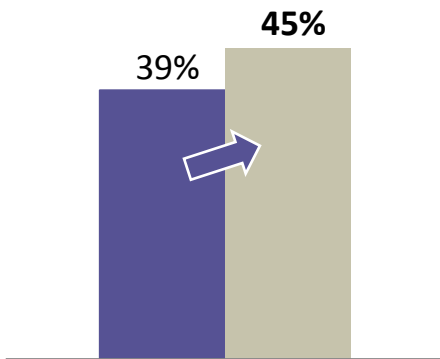
- Cost competitiveness
- Scalable educated talent pool
- Excellent language skills and service-oriented mind
- Excellent infrastructures
- Growing market: + 15% CAGR by 2016**

* Pro forma estimate post operation

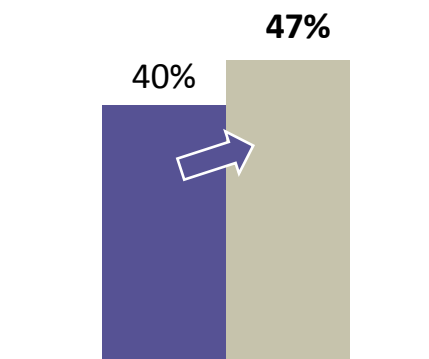
** Source: CCAP 0212

- Among the TOP 3 in the US market
- Strengthening EWAP contribution in terms of revenue and employees
- Development of the nearshore/offshore solution, notably in Philippines

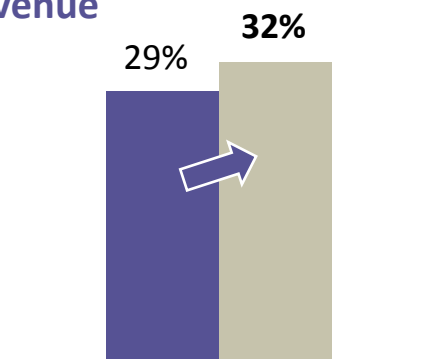
% of the EWAP Region in the Total Group Revenue



% of the EWAP Region in the Total # Employees



% of Nearshore/Offshore Solution in the Total Group Revenue



■ Before the acquisition (FY 2013)

■ After the acquisition (Pro forma analysis)

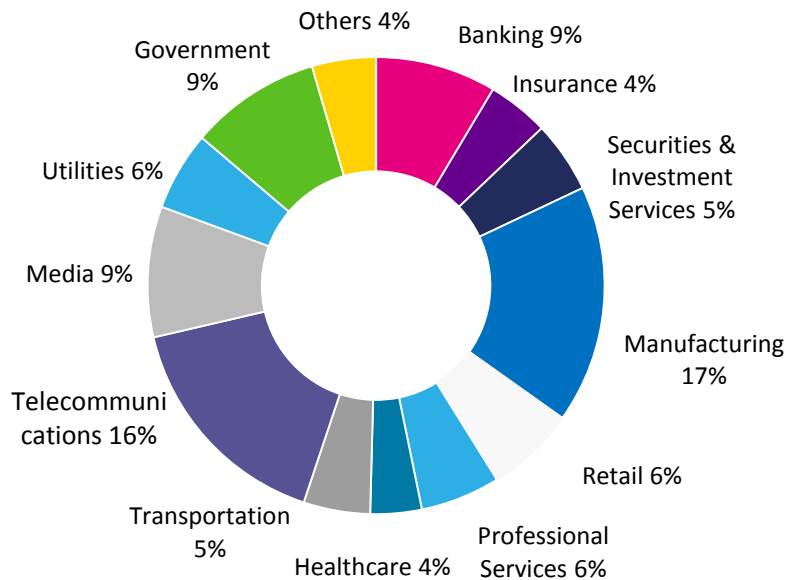


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***STRENGTHENING
TELEPERFORMANCE
PRESENCE IN KEY VERTICALS***

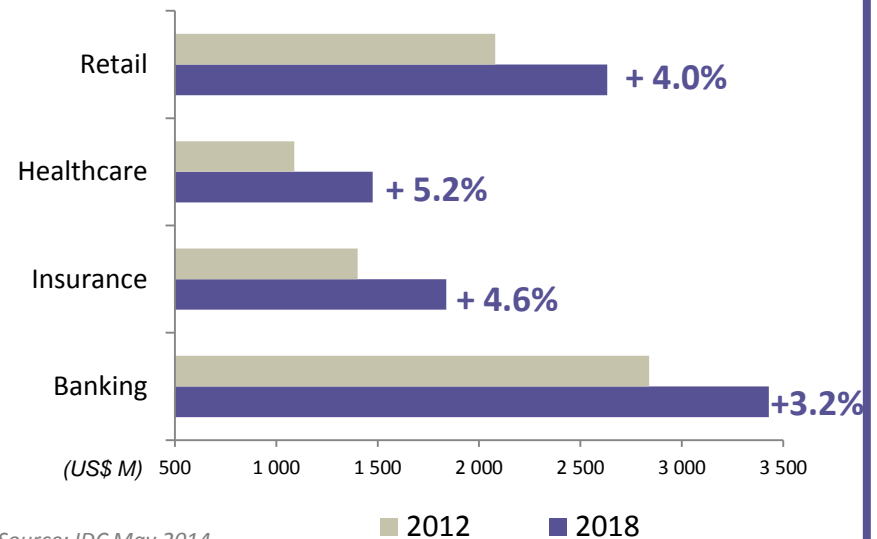
- A diversified US market
- Promising outlook in key verticals

US Market by Verticals in 2013 (In % of revenue)



Source: IDC May 2014

US Market by Key Verticals 2012-2018 & Evolution (CAGR) – Examples



Source: IDC May 2014

NEW TELEPERFORMANCE PROFILE

STRENGTHENING TELEPERFORMANCE PRESENCE IN KEY VERTICALS

- Increased diversification of the client mix
- Notably, Healthcare, BFSI (Bank, Financial Services and Insurance) and Travel
- Benefiting from Aegis USA leadership in the US in key verticals:
 - ✓ Global leader in personal banking in North America
 - ✓ US's leading healthcare provider

VERTICALS	TELEPERFORMANCE	TELEPERFORMANCE + AEGIS	CHANGE
Telecom-Internet	33%	30%	↘
Pay TV	14%	13%	
BFSI	13%	14%	↗
Healthcare	2%	5%	
Travel	4%	6%	
Technology & electronics	14%	13%	↘
Public sector	3%	3%	↔
Energy	4%	4%	↔
Retail	4%	4%	↔
Others	9%	10%	↗



4

CONCLUSION



- **Key transaction data**

- Acquisition price: US\$ 610M
- Funded from Teleperformance cash resources and medium term financing
- The consolidated debt-to-EBITDA ratio will remain below 1
- Transaction expected to close during Q3 2014
(subject to various regulatory approvals)

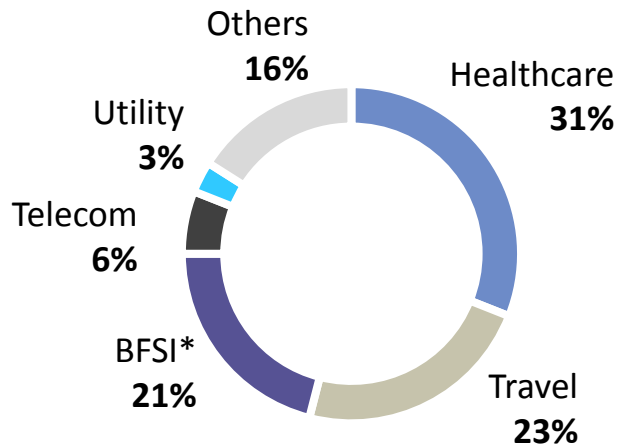
- **Accretive impact**

- Group's EBITA margin exceeding 10% from 2015
- Low cost financing
- Accretion to Group Earnings per Share by **above 10% from 2015**



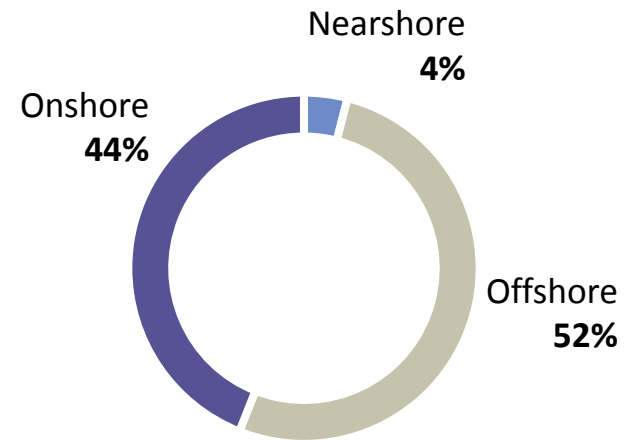
APPENDICES

FY 2013 – Revenue by Vertical Industries



* BFSI: Bank, Financial services & Insurance

FY 2013 – Revenue by Delivery Location



A PERFECT FIT WITH TELEPERFORMANCE STRATEGY

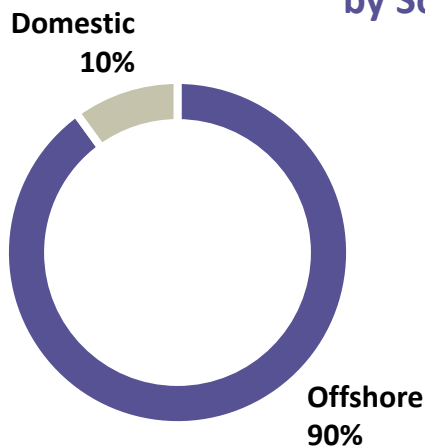


TELEPERFORMANCE WORLDWIDE INTEGRATED NETWORK – A UNIQUE OFFERING OF SOLUTIONS



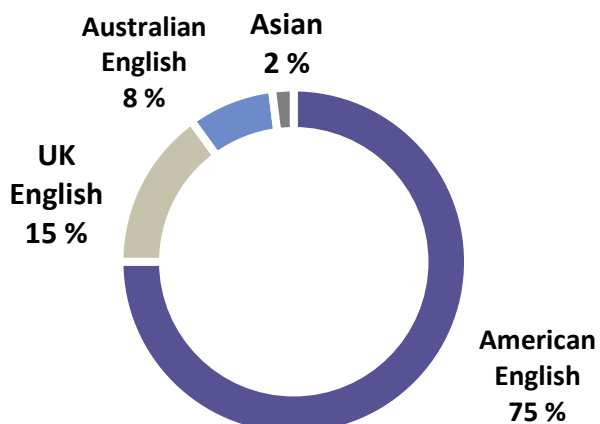
⇒ With a **network of 22 offshore/nearshore** locations around the world, Teleperformance is the **only industry player** able to offer worldwide integrated domestic, nearshore & offshore solutions

Philippines Market by Sourcing



Source: CCAP 2012

Philippines Offshore Market by Delivery Locations



Source: CCAP 2012

- **1st offshore BPO Location**
- **Cost competitiveness**
- **Scalable educated talent pool:** 3rd English speaking country, 500,000+ college graduates per year
- **Government support and public-private partnership**
- **Excellent infrastructure:** low cost & high quality real estate in several urban areas
- **The United States remains the biggest market for contact center work done from the Philippines**
- **Only 10% of outsourced capacity is devoted to domestic work**
- **Expected market growth: + 15% CAGR by 2016**

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Transforming Passion into Excellence

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